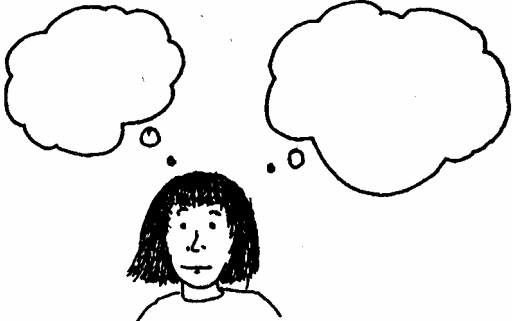


| Question   | Text   |
|--|--|
| <p data-bbox="365 331 864 371"><b>What is Supporting People?</b></p>  | <p data-bbox="1055 331 2069 501">The Scottish Executive has started to work in a new way with your local authority and housing support provider. This new way of working is called Supporting People. Supporting People will make sure that you get:</p> <ul data-bbox="1106 552 2063 724" style="list-style-type: none"><li>• Good quality services.</li><li>• Services that meet your needs, not what someone else thinks you need.</li><li>• More choice if you want things to change.</li></ul> <p data-bbox="1055 772 2085 895">We are working together to give you more choice on the way your support needs are met. This will happen because you are the person who uses the service.</p> <p data-bbox="1055 943 2080 1066">Supporting People will make sure that your housing support is well planned and will meet your needs wherever you choose to live.</p> |

## Question

### What are Housing Support Services?



## Text

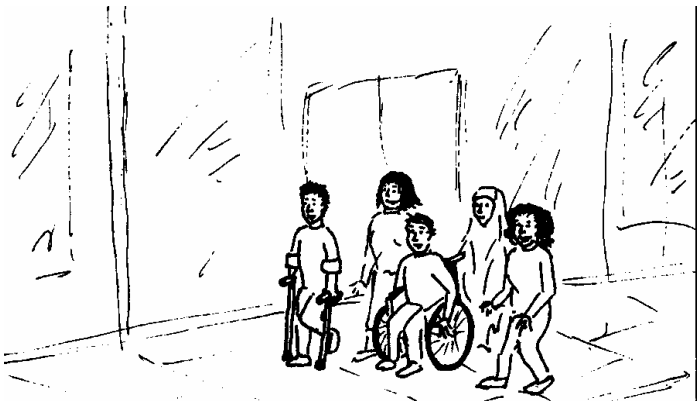
Housing support services help you to set up and stay in your own home. If you already get these services, this will not change. If you don't get these services, housing support could help you with things like:

- Signing legal papers like a tenancy agreement.
- Reminding you to lock up and helping you to feel safe in your home.
- Benefit claims that allow you to stay in your own home.
- Using appliances like a cooker or washing machine.
- Storing, preparing or cooking food.
- Getting to know people that live around you.

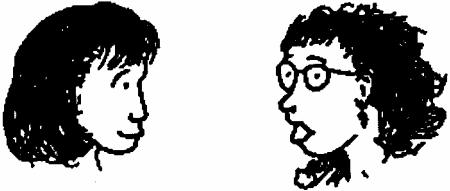


### Background for worker

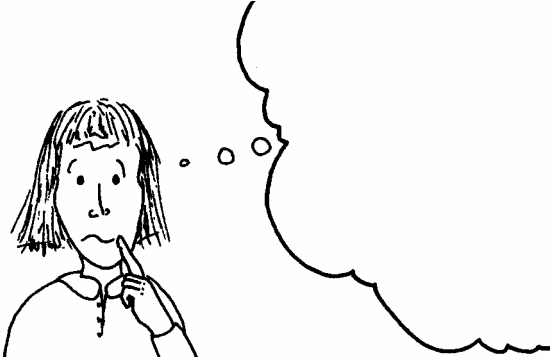
A full list of housing support services is explained in the Housing Support Regulations 2002. These are available on the Scottish Executive website at

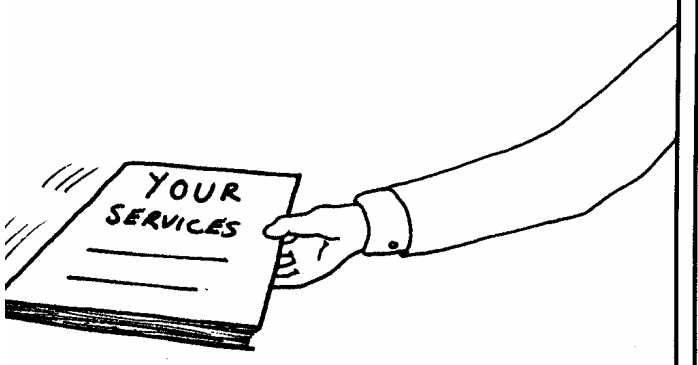
<http://www.scotland.gov.uk/housing/supportingpeople/regs2002.pdf>

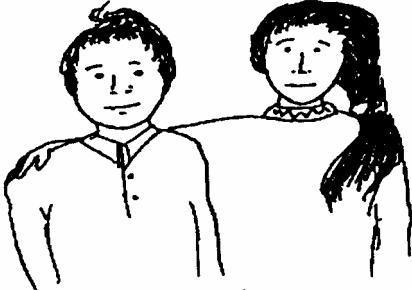
| Question  | Text  |
|---|---|
| <p data-bbox="241 331 976 370"><b>Who can use Housing Support Services?</b></p>  | <p data-bbox="1057 347 2065 507">Any person who needs ordinary everyday support to set up and stay in their own home can get help. It does not matter where you live as long as it is your home. <a href="#">The following sentence has been removed from this paragraph</a></p> <p data-bbox="1057 529 2065 635">-If you live with your parents you cannot get this support, as it is not your own home. If you are moving or have moved into your own home, you will be able to get housing support.'</p> <p data-bbox="1057 683 2065 928">You can get housing support if you have learning disabilities, mental health problems, physical disabilities, are an older person or if you are homeless. These are not the only people who can get housing support services. You should talk to your support worker or social worker if you want to find out more.</p> <p data-bbox="1057 986 2065 1152"><b><u>Background for worker</u></b><br/>Services will be allocated based on the outcome of a Single Shared Assessment and available resources. The local Supporting People Team is the best source of information on the conditions of access to local services.</p> |
| <p data-bbox="188 1171 882 1248"><b>If I don't already get them, how do I get housing support services?</b></p>   | <p data-bbox="1057 1171 2065 1327">If you have a support worker or social worker who knows you best, ask if they can help you. Tell them you want to find out if you can get housing support services. They will work with you to find out what housing support services you need. Most</p>   |


| Question   | Text  |
|--|---|
|  | <p>local authorities will use a single shared assessment to do this.</p> <p>A single shared assessment is a tool that local authorities use to help measure your needs for any care or support service. Your social worker, nurse, housing officer, physiotherapist or occupational therapist can help you through a single shared assessment and will use it to find out about <u>all</u> the services you might need.</p> <p>This will mean that you will only need to see one person to find out more about what care and support services you need.</p> <p><b><u>Background for worker</u></b><br/> <b>More information on the SSA is available at the JFU website at <a href="http://www.scotland.gov.uk/health/jointfutureunit/singshareass.asp">http://www.scotland.gov.uk/health/jointfutureunit/singshareass.asp</a></b></p> |
| <p><b>What if I already receive Housing Support?</b></p> | <p>If you are already getting housing support and are happy with it, your service will not change.</p> <p>If you are not happy with your service you should talk to your</p>  |

| Question  | Text  |
|---|---|
|    | <p>support provider or your social worker. You can find out more about your rights from the National Care Standards for Housing Support Services.</p> <p><b><u>Background for worker</u></b><br/> The full housing support standards are available at <a href="http://www.scotland.gov.uk/library3/housing/ncshss-00.asp">http://www.scotland.gov.uk/library3/housing/ncshss-00.asp</a></p>   |
| <p><b>What if I pay Charges or receive Direct Payments?</b></p>   | <p>If you already receive a housing support service you will <u>not</u> have to pay more just because Supporting People has started.</p> <p>Charges can change if the service you receive changes. This can happen if you are assessed as having new needs or your service is reviewed. Your housing support provider will always talk to you about changes to your service before they happen.</p> <p>Your charges may also change if your income or bank savings change. Your charges can go down if you have less money and up if you have more money.</p> <p>If you are worried about changes to what you pay, contact your housing support provider to find out more.</p> <p>You could also get Direct Payments for your housing support services. You can use this money to pay for your support.</p> |

| Question  | Text   |
|---|--|
|   | <p>Direct Payments give you more choice about who provides your support. If you want to get a Direct Payment, you need to apply to your local authority.</p> <p><u>Background for worker</u><br/><b>Further information on Direct Payments are available from the Direct Payment Scotland website at <a href="http://www.dpscotland.org.uk">www.dpscotland.org.uk</a></b></p> <p><b>And the Scottish Executive's skeletal leaflet is available at <a href="http://www.scotland.gov.uk/housing/supportingpeople">www.scotland.gov.uk/housing/supportingpeople</a></b></p> |
|  <p><b>What if things change?</b></p> | <p>Your housing support can move with you if you move home.</p> <p>If your needs change, you can talk to your support provider about getting more support, less support, a different kind of support or stopping your support service.</p>   |

| Question  | Text  |
|---|---|
| <p data-bbox="219 331 1003 414"><b>How will I know that housing support will be good for me?</b></p>  A simple line drawing of a hand holding a book. The book is tilted and has the words 'YOUR SERVICES' written on its cover. The hand is wearing a long-sleeved shirt with a cuff. The background is a plain white space with a vertical line on the right side. | <p data-bbox="1059 331 2004 459">The people providing your services need to work to rules. These rules are called the National Care Standards for Housing Support Services.</p> <p data-bbox="1059 507 2072 635">These standards are used by an organisation called the Care Commission. The Care Commission will use these rules to check that your housing support services are good services.</p> <p data-bbox="1059 683 2072 762">The housing support standards are for you too. They tell you about your rights and the things you can do.</p> <p data-bbox="1059 810 1966 890">The Care Commission will check that you receive good housing support services.</p> |

| Question  | Text  |
|---|---|
| <p data-bbox="271 331 949 373"><b>What can housing support do for me?</b></p>  | <p data-bbox="1059 292 2085 416">Housing support can help you live independently. This will help you to do more things for yourself instead of other people doing them for you.</p> |

| Question  | Text   |
|---|--|
| <p data-bbox="192 292 1032 371"><b>How can I find out more about housing support and Supporting People?</b></p>  | <p data-bbox="1055 292 2007 371">Speak to the person who provides your service to find out more about housing support and Supporting People.</p> <p data-bbox="1055 419 1361 451"><u>Background for worker</u></p> <p data-bbox="1055 491 2067 707"><b>You can find out more about the Supporting People programme at <a href="http://www.scotland.gov.uk/housing/supportingpeople">www.scotland.gov.uk/housing/supportingpeople</a> or by contacting the Supporting People Team at Housing 3-2 1G, Victoria Quay, Edinburgh EH6 6QQ T/0131 244 5525. Information on local implementation of the Supporting People programme is available from the local authority's Supporting People Team.</b></p> |

**This leaflet has been produced with the help of SCLD, The Scottish Consortium for Learning Disability and Communities Scotland.**

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*Pictures from*

*People* **FIRST**

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